RESTAURANT MATERIALS

R1 ***Source Book: Eight Steps To Becoming An Accommodating Restaurant***

A complete guide to help you create an accommodating environment for your non-smoking and smoking guests. This 47-page softcover book contains eight important steps for enhancing overall customer service, arranging separate seating configurations, and evaluating and enhancing your HVAC system (7" x 9").

For in-depth HVAC information, order the **HVAC Technical Bulletin** in this catalog.

Maximum order quantity: 1 per establishment.

R1

SOURCE BOOK: EIGHT STEPS TO BECOMING AN ACCOMMODATING RESTAURANT

R2 ***Employee Customer Service Training Video Tape***

Make staff training simple — this 10 1/2 minute videotape, designed for your employees, provides tips and suggestions that will help you to enhance your level of customer service. The tape covers everything from proper phone etiquette to managing seating arrangements (1/2" tape, VHS format).

Maximum order quantity: 1 per establishment.

R2

EMPLOYEE CUSTOMER SERVICE TRAINING VIDEO TAPE

R3 **Customer Service Tip Cards**

To assist in staff training, these two-sided, laminated cards offer tips and ideas to hosts and hostesses, owners and managers, and servers on how non-smoking and smoking guests can be better accommodated and have a pleasurable dining experience (3" x 4").

R3a — Host/Hostess version
Maximum order quantity: 5 per establishment.

R3b — Owner/Manager version
Maximum order quantity: 2 per establishment.

R3c — Server version
Maximum order quantity: 25 per establishment.

R3a
R3b
R3c

CUSTOMER SERVICE TIP CARDS

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